Employee Handbook

Chester Pharmacy Ltd.
Introduction

This Employee Handbook has been prepared as an information resource to confirm the policies and procedures that pertain to the normal business operation of Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. and the philosophy and standards by which we operate. All employees must read and observe the policies and procedures described in this book. The Owner/Management are committed to following these policies and procedures but reserve the right to take alternative steps if deemed necessary to manage the workplace.

This is a working document and the Owner and Management reserve the right to change these policies at any time. Revisions to this Handbook will be done so in writing.

Due to the nature of the Dispensary Operations, some policies and procedures may be different for Pharmacy staff and may be included in a separate document.

All employees will be required to read the Handbook then sign the Acknowledgement Form upon initial receipt of this document to confirm that they have done so.

At any time if you have any questions, concerns or comments, you should not hesitate to speak to your Supervisor.

Sincerely,

Kim Geldart, PhC.
Owner
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Welcome to Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd.

At Pharmasave, it is our goal to provide employees with a safe, productive working environment in which you feel supported by your supervisors and your peers. It is our goal to help you grow by providing you with the opportunity for professional development.

Our commitment to our Customer...

To deliver the best customer experience by providing:

- Caring and attentive service
- Unique products and offerings
- Knowledgeable staff
- Sense of community

Your role in achieving this goal:

- **Commit to the right attitude.** We are a small, friendly company who places our priority on nurturing relationships with both our customers and each other. A positive, energetic frame of mind is how you begin to build your relationships.

- **Commit to your job.** We need every employee to fulfill their role to the fullest in order for our company to flourish.

- **Commit to Caring.** Caring for the customer by providing service that is attentive and responsive to their needs is priority number one (# 1).
Our Companies

Pharmasave:

Pharmasave is Canada’s fastest growing group of independent drug stores, who are committed to growing their business by not only serving the communities they are in, but by nurturing them as well.

Since its start in 1981, the company has grown in store count every year with over 550 stores in 9 provinces.

The company is different than many other drug retailers you may be familiar with. Pharmasave is a Co-Op, not a corporation, which means the stores are individually owned by Pharmacists (and their business partners) who collectively own the Pharmasave name. Owners are referred to as “Members”, and as a group, they represent the “Membership.”

The National Office, located in Langley, BC is supported by five Regional Offices which are located in the Pacific Region (also in Langley), the Western Region (Calgary, AB) the Central Region (Winnipeg, MB), the Ontario Region (Toronto, ON), and the Atlantic Region (Halifax, NS). As a group, they work together to ensure the long-term viability of the Membership by offering support, guidance and leadership in such areas as Pharmacy, Marketing, Merchandising, Training and Operations.

By working with the Members, the National and Regional Offices are able to ensure the strategic development and protection of the Pharmasave brand, not only today, but in the years to come.

Many things have changed in our industry since 1981 but the one thing that hasn’t changed is the pride and strength of the Independent Pharmacy Owner. You will see this pride demonstrated day after day in the way the staff commits to serving and caring for the customer. That too will be your contribution to the strength of the company - caring for the customer better than anyone else.

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd.:

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. are a group of three Pharmasave drug stores (Chester Pharmasave, Hubbards Pharmasave, McDougall’s Pharmasave) 100% independently owned and operated by Kim Geldart.
Our Kind of Service

The best way to let customers know you care is by delivering service that is attentive, empathetic and proactive.

“Service is the number one reason customers either do or don’t come back.”

There are only three types of service you can give: Inactive, Active and Proactive.

As a consumer, you’ve probably experienced all three. If you’ve ever left a store feeling ignored or treated poorly, then you experienced Inactive Service. If you’ve left a store feeling appreciated and extremely satisfied, then you experienced Proactive Service. Somewhere in the middle is Active Service. It’s neither great nor poor but in this business, you can’t afford to be middle of the road. Remember, service is the number one reason customers come back to a business, and as such, you need to deliver proactive service in order to differentiate yourself from the others.

Have a look at the Service chart on the next page which shows the characteristics of the three types of service.

Does Proactive Service seem a bit daunting? Don’t worry, we’ll provide you with the training to get you there. For the first little while, you will probably be most comfortable giving Active Service, which is fine provided that you do it in a caring, attentive way.

Customers will know you care if you demonstrate some very basic behaviors:

- Greet them at the door, or as you approach them in the store
- Smile
- Make eye contact
- Don’t rush your customer
- Give your complete attention to the customer you’re with
- Call your customers by name as you get to know them
- Maintain a positive attitude
- Take time to chat and get to know your customers personally
- If you know about a recent event in their lives, refer to it and ask questions.

If you can deliver these elements of service right from the beginning, you are well on your way.
## Three Types of Service

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<th>Inactive Service (unacceptable)</th>
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<tr>
<td><strong>Employees who:</strong></td>
<td><strong>Employees who:</strong></td>
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<tr>
<td>• Have a “sleepy” disposition</td>
<td>• Greet the customer with a smile</td>
<td>• Can identify the frame of “shopping</td>
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<td>• Don’t acknowledge the customer</td>
<td>• Call customers by name</td>
<td>mind” the customer is in</td>
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<tr>
<td>• Don’t smile at the customer</td>
<td>• Offer assistance</td>
<td>• Take time to get to know the customer</td>
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<tr>
<td>• Ignore the customer instead of</td>
<td>• Take customer to the product but</td>
<td>• Greet the customer and call them</td>
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<td>offering assistance</td>
<td>don’t necessarily offer assistance</td>
<td>by name</td>
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<tr>
<td>• Talk to each other instead of</td>
<td>• Smile at the customer</td>
<td>• Understand the power of a genuine</td>
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<tr>
<td>the customer.</td>
<td>• Thank the customer for their</td>
<td>smile</td>
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<tr>
<td>• Do not make conversation (such</td>
<td>product</td>
<td>• Make pleasant eye contact</td>
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<td>as at the cash)</td>
<td>• Offer suggestions some of the</td>
<td>• Take them to the product and help</td>
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<tr>
<td>• Will forget to thank the</td>
<td>time</td>
<td>them find exactly what they are</td>
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<tr>
<td>customer for their purchase</td>
<td>• Make suggestions based on the</td>
<td>looking for</td>
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<tr>
<td>• Display an indifferent attitude</td>
<td>information the customer has given</td>
<td>• Point out Private Label</td>
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<tr>
<td>toward customer</td>
<td>them</td>
<td>• Offer to get the Pharmacist when</td>
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<tr>
<td>• Don’t take pride in their</td>
<td>• Pay attention to the kids</td>
<td>needed</td>
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<tr>
<td>appearance</td>
<td>• Offers to get a basket or cart</td>
<td>• Ask questions to identify their needs</td>
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<td>• Do not wear a nametag</td>
<td>to make the customer more</td>
<td>• Make suggestions based on the</td>
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<tr>
<td>• Give perception their task is</td>
<td>comfortable</td>
<td>information the customer has given</td>
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<td>more important than helping the</td>
<td>• Offer discreet service when</td>
<td>them</td>
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<tr>
<td>customer</td>
<td>dealing with sensitive products or</td>
<td>• Ensure customers know about any</td>
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<tr>
<td>• Point a customer to a product</td>
<td>issues</td>
<td>specials or promotions</td>
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<tr>
<td>• Make the customer feel like</td>
<td>• Is committed to making them feel</td>
<td>• Understand that they represent the</td>
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<td>they are a bother</td>
<td>better than when they came in</td>
<td>entire company every time they assist a</td>
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<td></td>
<td>• Pay attention to the kids</td>
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<td></td>
<td></td>
<td>**Invest completely in giving the</td>
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<td></td>
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<td>customer the best wellness experience</td>
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<td>possible!</td>
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Chester Pharmacy Ltd.

Preparing for Your New Job...
What you can expect.

Starting a new job can be intimidating and leave you feeling a little overwhelmed. Take comfort in knowing that we’ve all been where you are right now, and we are here to support and guide you.

Our priority right now is you – to help you get oriented and comfortable in your new role.

So, here’s a timeline of what you can expect:

**Day 1:** You will meet with your Supervisor/Team Leader for an Orientation Meeting where you go over the necessary documents and forms, complete your personnel profile, review the details of your new position and have a tour of the store.

**Week 1:** For the first week, you will receive the necessary training (including e-learning modules) to do your core job. Be prepared to learn and to make mistakes – we all make our fair share! But that’s all part of the learning process. So relax and trust that you will get the hang of your new job in no time.

**Week 2:** Congratulations! The hardest part of starting a new job is behind you. Now you can focus on building your knowledge and improving your competencies.

Throughout your first couple weeks, your Supervisor will check in on you on a regular basis to ensure you’re comfortable with your job responsibilities and tasks. At any time, however, do not hesitate to ask questions. We are here to help.

**Week 3 & 4:** By this point you will be very comfortable with your role, however, you can expect to learn something new everyday. You are still in a very active-learning stage.

As your level of comfort and competency grows, you will find yourself beginning to develop relationships with your customers. By now, your customers are starting to recognize you. This is a wonderful and rewarding aspect of working in Retail Pharmacy – the relationships and connection you have with your customers. Taking care of the customer is also your #1 priority.
Training

The Right Training at the Right Time

In Your First Year:

We believe in the right training at the right time. That is why during your first 6 months we generally limit your training to your core job and service skills.

Your training schedule in your first 12 - 15 months will focus on enhancing your skills and knowledge through the following topics:

- Brand Awareness
- Building Relationships
- Customer Service
- Private Label Training
- Loss Prevention

Note: If you are joining our Pharmacy Staff, Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. offers extensive training programs and CE opportunities designed to keep your pharmacy skills up-to-date.
Workplace Policies and Procedures

Pertains to: All Employees

Date: May 2016

Policy:

(Please ensure you have read the Introduction page at the beginning of this Employee Handbook.)

As stated on the introductory page at the front of the Employee Handbook, this is a working document and the Owner and management reserve the right to change the policies contained herein at any time.

Revisions to this Employee Handbook will be done in writing and posted to the one and only “official” master copy of this Handbook on the Staff page of the company web site at www.cpltd.ca.

Employees will be notified of any revisions to this Handbook by way an e-mail sent to the address provided to the company by the employee. Upon receipt of such notification it shall be the employee’s responsibility to log on to the company web site and read the details of the revision. Once the company has e-mailed the employee advising of a revision the employee shall be deemed to have read the revision.

On occasion, certain policies or procedures may be communicated to employees on an interim basis by means of the company POS system (MMS) mail service. Any such communications to employees shall be deemed to have been read by the employee once the employee logs on to the POS system (MMS).
Chester Pharmacy Ltd.

**Code of Conduct for Employees of Chester Pharmacy Ltd.**

In addition to each your roles and responsibilities, all employees are guided by the following Codes of Conduct principles. These principles represent a minimum standard of employee conduct as to ensure a safe, positive and productive working environment for employees and management. Following is a list of examples of proper employee etiquette and behaviors not permissible in our workplace.

Failure to adhere to any of these principles will be addressed appropriately as per the Progressive Discipline policy.

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<th>Code of Conduct:</th>
<th>Examples (but not limited to) of not permissible:</th>
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| Employees will conduct themselves with a positive, professional and respectful attitude toward customers and fellow employees. | • Verbal disrespect, foul language  
• Blatant disrespect toward management, owners, fellow employees or customers.  
• Unwillingness to address and resolve personnel issues with management  
• Disregard for store policies and procedures  
• Disrespectful or dismissive behavior toward customer or each other |
| As per the Harassment Policy, employees will conduct themselves in such a way as to foster a work environment free of hostility, harassment or intimidation (verbal, physical or mental). | • Physical abuse or physical intimidation  
• Assault  
• Sexual comments/physical advancements/jokes  
• Comments/slurs/jokes based on gender, sexual orientation, age or race  
• Isolation of or bullying/intimidation toward employees |
| Reliability / Dependability | • Failure to report to work without notice and/or medical note (required after two consecutive absences)  
• Arriving late for scheduled shift |
| Substance abuse will not be tolerated on the premises. | • Arriving to or being on premises at any time under the influence of illegal drugs or alcohol. |
| Protect public and employee safety | • Adherence the Occupational Health and Safety Requirements  
• Possession of fire arm or weapon on premise  
• Medication Error  
• Inaccurate information provided to public |
| Employee will not misuse employer's trust and confidentiality | • Divulgence of any and all matters related to the business (see Confidentiality Agreement)  
• Theft (cash, product, services or information)  
• Divulgence of employee salary and benefits  
• Divulgence of any and all personal employee information  
• Divulgence of any customer information |
| Delivery of core responsibilities | • Refusal to deliver on tasks, roles and responsibilities |
Regardless of your particular role or job title, all employees share common responsibilities to the customer and each other such as:

**Your responsibility to the Customer:**

- Become knowledgeable about the various products in our store, not just the ones in your section or department.
- Be willing to offer assistance in all Sections.
- Approach the customer with a friendly and attentive manner.
- Let the customer know you care by making eye contact, asking questions and calling them by name when you can and when appropriate.
- Speak positively about our store and the Pharmasave brand.
- Take care of and pride in how our stores look.

**Your responsibility to your fellow Employees:**

- Bring a positive attitude to work demonstrated by a willingness to get involved in store activities – no task is too small to volunteer for.
- Support your team members by nurturing constructive, positive relationships.
- Treat your colleagues with respect and speak well of one another.
- Address issues in a mature, professional and proactive manner.
PROBATION PERIOD

Pertains to: All Employees

Date: May 2016

Policy:

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. has a set period of time to determine if a newly hired or promoted employee is suited for the position for which they were hired or to which they were promoted.

The probation period is three (3) months for a non-supervisory position (or up to a total of six months upon the opinion of your supervisor) and six (6) months for a supervisory position. If it is not possible to determine whether an employee is suited for the position in question the probation period may be extended for another term of equal duration to the original term.

In the case of a newly hired employee either party may terminate the employment relationship at any time during the probation period without notice or cause.

In the case of a promotion the employee will be subject to all regulations and procedures applying to probationary staff with the following exception: should the employee be deemed unsuited for the new position then the employee will be reverted to a position similar to the one they held prior to the promotion.
PERFORMANCE REVIEW

Pertains to: All Employees

Date: June 2016

Policy:

It is the policy of Chester Pharmacy Ltd. to evaluate the performance of each employee for the following purposes:

- To identify areas requiring improvement in performance.
- To identify additional training requirements
- To establish goals and a work plan for the next year performance reviews will be conducted annually for all employees. Reviews will be conducted by the employee’s immediate supervisor.

Note:

Initial reviews will be conducted on completion of the initial probation period. Performance reviews are separate functions from pay rate reviews.
PAY SCHEDULE

Pertains to: All Employees

Date: May 2016

Policy:

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. pay periods are two weeks in length and run from the Monday of the first week to the Sunday of the second week.

All employees are paid by direct deposit as follows:

- Every second Friday
- For the two week period ending the Sunday preceding the Friday deposit.

All deductions will be listed on pay stubs which will be made available online on or before the Friday payroll deposit to which they apply.

Employees will be notified by email once their pay stubs are available online for viewing and/or download.

If you feel there is an error in your pay, please submit your inquiry directly to the person responsible for payroll processing (typically the company controller).

Please submit your inquiry in writing via e-mail or MMS message spelling out the problem you have with your pay, as well as the how you would like to see it resolved.
**OVERTIME PAY**

**Pertains to:** All Employees

**Date:** May 2016

**Policy:**

Employees are entitled to receive one and a half (1½) times their regular wage for each hour worked in excess of forty eight (48) hours in any one (1) week.

All overtime must be approved in advance by management.

If one employee voluntarily switches shifts with another employee, or assumes an additional shift on behalf of another employee - at the other employee’s request - and working that shift causes the employee to work more than forty eight hours in that week the employee shall not be entitled to overtime pay for those excess hours. Overtime is only paid when it is worked at the behest of management.

Clocking in early or clocking out late outside scheduled hours must be approved by management and may be necessary in some cases.

All overtime must be recorded on time cards and the time cards must be signed by management for the overtime to be paid.

Overtime will be paid after 15 minutes past shift if signed for. Arrival for Shift Policy applies to time before shifts and is not paid time.
HOLIDAY PAY

Pertains to: All Employees

Date: May 2016

Policy:

Employees are eligible for Holiday Pay for eight (8) holidays annually.

There are six (6) Statutory Holidays plus *Remembrance Day per calendar year in Nova Scotia - They are as follows:

- New Year’s Day
- Family Day
- Good Friday
- Canada Day
- Labour Day
- Christmas Day

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. also provides for Holiday Pay for the following:

- Thanksgiving Day
- Boxing Day

To have a day off with pay for these holidays, an employee must:

- be entitled to receive pay (which includes time worked, paid sick time, paid time off, or properly scheduled vacation time) for at least 15 of the 30 calendar days before the holiday.
- work their last scheduled shift or day before the holiday and their first scheduled shift or day after the holiday.
- The rate of pay for paid holidays will be based on the average daily hours worked in the thirty (30) days immediately preceding the holiday.

Note: *Remembrance Day...

An employee who works on Remembrance Day and who has worked on at least fifteen (15) of the thirty (30) calendar days immediately before Remembrance Day may be entitled to receive a holiday with pay. That day with pay may be taken at the end of the employee’s vacation or any other day the employee and employer may agree upon.
SICK LEAVE

Pertains to: Full-Time & Part-Time Employees

Date: May 2016

Policy:

Full-Time employees are entitled to receive up to three days, paid sick leave each year.

Part-Time employees are entitled to receive up to three days, unpaid sick leave each year. This will be granted only for the employee’s personal illness or injury.

Paid sick leave will not be granted to care for an ill parent, child or family member, or for medical, dental or other similar appointments. Unpaid leave time may be granted (at company discretion) for such situations.

Employees are requested to make every effort to schedule medical, dental or other similar appointments for days when they are not scheduled to work. An employee can make a shift changes during evenings, days or weekends if necessary.

- If you are unable to work for more than two consecutive shifts, the Company reserves the right to request a medical certificate to support your absence (sick days).
- Unused sick time will not be carried over to the next calendar year.
- Sick leave will be paid only for those days regularly scheduled for work.
- Paid sick leave is not granted for maternity leave.
- Employees receiving Workers’ Compensation benefits are not entitled to sick leave payments from the Company.
- If you are forced to be absent from work because you are sick or disabled or under examination or treatment by a physician, chiropractor or dentist, or because of an accident not covered under the Workers’ Compensation Act of Nova Scotia, you will be entitled to sick pay as defined in this document. If you are unable to come to work, let your supervisor know as soon as possible.

Note:
The rate of pay for sick leave is based on the average daily hours worked in the thirty (30) days prior to the commencement of sick leave.
Sick Leave Policy cont’d...

During prolonged sick leave, effective four (4) weeks following the conclusion of the employee’s last day worked before beginning their sick leave, employees can maintain entirely at their own expense the following benefits plans provided through the company: Life Insurance; Medical; Dental; Vision; Short Term Disability; Long Term Disability.

Employee must provide postdated cheques to cover the entire cost (both their share and the employer’s share) of the above benefits for the entire duration of their sick leave. Cheques are to be provided to the controller by the employee not later than the last Friday of every second (2\textsuperscript{nd}) pay period during the employee’s sick leave. Each cheque should be for an amount equal to four (4) weeks, or two (2) pay periods of both the employer and employee share of the cost of the above benefits.

The employee’s option to maintain the above benefits entirely at their own expense expires six months from the last day worked by the employee before beginning their sick leave. Effective that date, all the above benefits are suspended in their entirety for as long as the employee remains on sick leave, and cannot be reinstated until the employee’s first day back to work on a regular basis.

During prolonged sick leave all RRSP contributions (both Employer and Employee portions) are suspended effective the date of the last pay day before the employee begins their sick leave and cannot be resumed until the date of the first pay day following the employee’s return to work on a regular basis.

Staff Discount is suspended during sick leave effective at the conclusion of the employee’s sixth (6\textsuperscript{th}) week off work on sick leave and cannot be reinstated until the employee’s first day back to work on a regular basis.

Charging privileges are suspended at the conclusion of the employee’s last day worked before beginning sick leave and cannot be reinstated until the employee’s first day back to work on a regular basis.
VACATION

Pertains to:  Full-Time Employees (see specific references to Part-Time Employees)

Date:  May 2016

Policy:

The vacation policy outlined herein pertains to both full-time and part-time employees, all of whom must comply with the Time Off Request Procedure outlined in this policy.

All full-time employees are entitled to:
Ten (10) vacation days annually after twelve (12) months of work (to be taken within the calendar year following the calendar year in which they were accrued)
or,
Fifteen (15) vacation days after eight (8) years of work (to be taken within the calendar year following the calendar year in which they were accrued)

All part-time employees are entitled to:
• 4% of gross wages in lieu of paid time off - paid to the employee with each pay or
• 6% of gross wages in lieu of paid time off - paid to the employee with each pay (after 8 years of continuous employment)

Vacation Entitlement for Terminated Employees:
Where the employment of an employee ceases, the employee will be paid their unused vacation pay that has been earned within (ten) 10 days after the employment relationship ends, in accordance with the Employment Standards Act of NS.

Vacation Eligibility:
Eligible upon reaching one year anniversary date from point of hire.

Allowable Weeks Off:
Maximum number of consecutive days that may be taken at one time is ten (10).
Maximum number of days that may be taken between June 1 and August 31 is 10.
Maximum number of days that may be taken between June 1 and October 31 is 15.

Allowable Days Off:
No vacation may be taken between December 7 and December 28.
Vacation Policy cont’d…

**Vacation Notice:**
All employees (full-time and part-time) must formally request their vacation time and give adequate notice by filling out the **TIME OFF REQUEST FORM** (found in the Appendices) as per the following terms:

All vacation requests (regardless of duration) require one a minimum (1) month notice.

Requests for vacation to be taken between July 1 and September 30 must be submitted no later than April 30 to be considered.

**Weekend Rotations:**
If your schedule includes a weekend rotation you should try to schedule your vacation accordingly so that you are not on vacation the weekend you are scheduled to work. If you cannot avoid scheduling your vacation to be away the weekend you are scheduled to work, it is your responsibility to arrange with another employee to switch weekends with you, or to cover your scheduled weekend for you.

**Waiving Vacation Entitlement:**
Employees **may not** waive their vacation entitlement in lieu of compensation.

**Yearly Vacation Accrual:**
Employees may not carry over unused vacation time from one year to the next.

**Discretion:**
The company has sole discretion in granting specific vacation requests.

As a rule, vacation requests are considered in the order in which they are received. For the period of June 1 to September 30 specific vacation requests will be considered in the following manner:

A vacation calendar will be posted in all company locations by April 1. Employees will have until April 30 to submit their specific vacation requests. Conflicting requests for the same dates that are submitted prior to April 30 will be considered on the basis of seniority (the employee’s tenure with the company). Conflicting requests for the same dates that are submitted after April 30 will be considered in the order in which they are submitted regardless of seniority. The company may, at its sole discretion, schedule any outstanding vacation time to be used by employees prior to December 31st if employees have not booked that time themselves by November 1st.
COMPASSIONATE CARE LEAVE

**Pertains to:** Full-Time Employees

**Date:** May 2016

**Policy:**

**NS LABOUR CODE:**

Compassionate care is an unpaid, 28-week leave for employees who need to care for a seriously ill family member who has a high risk of dying within 26 weeks.

To take compassionate care leave, employees must be employed more than three months. Also, they must give as much notice as possible before taking the leave. An employee can be asked to provide a medical certificate from a medical doctor stating that the employee’s family member is seriously ill. The leave can be broken up into separate periods of no less than one-week blocks.

Employees who take a compassionate care leave may qualify for a six-week compassionate care leave benefit under the federal government’s Employment Insurance program.

During the leave, the employee will be allowed to keep up any benefit plans at his/her own expense. If this option to keep up the benefits has an expiry date, the employer will provide at least 10 days notice before the option is not longer in effect.

**Company Policy:**

During Compassionate Care leave, employees can maintain entirely at their own expense the following benefits plans provided through the company:
Life Insurance; Medical; Dental; Vision; Short Term Disability; Long Term Disability.
Employee must provide postdated cheques to cover the entire cost (both their share and the employer’s share) of the above benefits for the entire duration of their Compassionate Care leave. Cheques are to be provided to the controller by the employee not later than the conclusion of the last day the employee works before beginning their Compassionate Care leave. Each cheque should be for an amount equal to four (4) weeks, or two (2) pay periods of both the employer and employee share of the cost of the above benefits.

During Compassionate Care leave all RRSP contributions (both Employer and Employee portions) are suspended effective the date of the last pay day before the employee begins their Compassionate Care leave and cannot be resumed until the date of the first pay day following the employee’s return to work on a regular basis.

Staff Discount is suspended during Compassionate Care leave effective at the conclusion of the employee’s last day worked before beginning their Compassionate Care leave and cannot be reinstated until the employee’s first day back to work on a regular basis.

Charging privileges are suspended at the conclusion of the employee’s last day worked before beginning their Compassionate Care leave and cannot be reinstated until the employee’s first day back to work on a regular basis.
BEREAVEMENT LEAVE

Pertains to: Full-Time Employees

Date: May 2016

Policy:

Employees can take bereavement leave of up to five (5) working days in a row (4 days unpaid leave) if their spouse, parent, guardian, child, or a child under their care dies; in such a situation. Full-Time employees are entitled to one of these days as paid leave. Part-Time employees are entitled to unpaid leave for these days.

Full-time employees can take one (1) calendar day’s bereavement leave if their grandparent, grandchild, sister, brother, mother-in-law, father-in-law, daughter-in-law, son-in-law, sister-in-law, or brother-in-law dies. Full-Time employees are entitled to paid leave for this day. Part-Time employees are entitled to unpaid leave for this day.

Employees can take unpaid leave for the time required to attend the funeral of any other family member than those specifically mentioned above.

Regardless of the relationship to the deceased individual, all employees must provide as much notice as they can that they will take this leave.
COURT LEAVE

Pertains to: Full-Time Employees

Date: May 2016

Policy: NS LABOUR CODE

Employees can take unpaid leave if they must serve on a jury or the court says that they must appear as a witness. Employees must provide as much notice as possible that they will take court leave.

Court leave does not apply in cases where the employee is themselves a plaintiff or defendant. In such instances, employees are requested to make every effort to schedule such activities on their days off, and to provide as much notice as possible when such is not possible.
PREGNANCY AND PARENTAL LEAVE

Pertains to: Full-Time Employees

Date: May 2016

Policy: NS LABOUR CODE

Pregnancy leave is an unpaid leave for pregnant employees. It can last up to seventeen (17) weeks. The employee can start the leave up to sixteen (16) weeks before the expected date of delivery. She must also take at least one week after the date of delivery.

Employees who have worked for an employer for at least one (1) year may qualify for this leave. An employer can require that an employee take an unpaid leave of absence if her pregnancy interferes with her work. There are times when the Human Rights Act or the employee’s contract prevents this.

Under the NS Labour Standards Code parents are also entitled to take parental leave to care for their newborn or newly adopted children. This unpaid leave is up to fifty-two (52) weeks and is available to every parent that qualifies for it. To qualify for the leave an employee must have worked for the employer for at least one (1) year and must become a parent to the child as a result of its birth or adoption.

To Take Pregnancy or Parental Leave

The employee must give at least four (4) weeks’ notice of both the date on which the leave will start and, if the employee plans to return early, the planned date of return to work. The employee must also advise whether they intend to return to work on a full-time or part-time basis. If the employee cannot give four weeks’ notice of leave because the baby is born early, because of a medical condition, or because of an unexpected adoption placement, then the employee must give as much notice as possible. Supporting documentation is also required.

As the employer, we can ask for proof of entitlement for pregnancy or parental leave. This can include a certificate from a doctor or adoption worker.

If an employee is taking both pregnancy and parental leaves, she must take them one right after the other and not go back to work between the two leaves. In this case, she can take up to fifty-two (52) weeks’ total leave (17 pregnancy and 35 parental).
If an employee is taking parental leave but not pregnancy leave, he or she can take up to fifty-two (52) weeks’ leave in the time after the child is born or arrives in the home. The employee loses this right if the leave is not taken within fifty-two (52) weeks after the child arrives in the home. Employees who do not take pregnancy leave but who do take parental leave include natural fathers and adoptive mothers and fathers.

If a newly arrived child must go into hospital for more than one week, the employee can return to work and use the rest of the parental leave after the child comes out of hospital.

During Pregnancy and Parental leave, employees can maintain entirely at their own expense the following benefits plans provided through the company: Life Insurance; Medical; Dental; Vision; Short Term Disability; Long Term Disability.

Employee must provide postdated cheques to cover the entire cost (both their share and the employer’s share) of the above benefits for the entire duration of their Pregnancy and Parental leave. Cheques are to be provided to the controller by the employee not later than the conclusion of the last day the employee works before beginning their Pregnancy and Parental leave. Each cheque should be for an amount equal to four (4) weeks, or two (2) pay periods of both the employer and employee share of the cost of the above benefits.

During Pregnancy and Parental leave all RRSP contributions (both employer and employee portions) are suspended effective the date of the last pay day before the employee begins their leave and cannot be resumed until the date of the first pay day following the employee’s return to work on a regular basis.

Staff Discount is suspended during Pregnancy and Parental leave effective at the conclusion of the employee’s last day worked before beginning their leave and cannot be reinstated until the employee’s first day back to work on a regular basis.

Charging privileges are suspended at the conclusion of the employee’s last day worked before beginning their Pregnancy and Parental leave and cannot be reinstated until the employee’s first day back to work on a regular basis.
Chester Pharmacy Ltd.

**DRESS CODE**

Pertains to:  Front Store Employees  
Date:  May 2016  

Policy:  
- All employees are to wear their assigned uniform shirts, which will be provided as outlined below  
- Uniform shirts are to be worn with black or navy dress pants (not provided).  
- If your uniform shirt becomes damaged or requires replacing, please speak to your Manager immediately.  
- Dispensary staff are to wear appropriate lab coats and nametags.  
- Please arrive at work wearing your uniform.  
- Uniforms are to be pressed and kept clean for each shift.  
- Jeans are not permitted to be worn at work (except on designated “casual days”).  
- ALWAYS wear your nametag.  
- Hair is to be kept tidy. No hats. For your safety, longer hair should be pulled back.  
- All full-time employees will be provided with two uniform shirts annually.  
- All part-time employees will be provided with one uniform shirt annually.  
- Clogs, sandals or open toe shoes are not permitted to be worn at work by any employee for safety concerns.  
- Tank tops are not permitted to be worn (even on casual days).  
- Visible tattoos and body piercing may be permitted at the sole discretion of management.
ARRIVAL FOR SHIFT

Pertains to: All Employees

Date: May 2016

Policy:

All employees are required to arrive for their shift ten (10) minutes prior to their start time, and be at their workstation ready to work by their start time.

In instances where an employee is replacing another employee already at a work station, the employee is required to be at that work station five (5) minutes prior to their start time to facilitate a proper change over.

Employees should not clock in more than fifteen (15) minutes prior to the start of their shifts.

Employees should clock out promptly at the end of their shifts, and may not work past the scheduled end of their shift without prior approval from their supervisor.

Employees opening or closing a store should refer to the procedures specified for such occasions elsewhere in this handbook.
CHESTER PHARMACY LTD.

STORM DAYS

Pertains to: All Employees

Date: May 2016

Policy:

To meet the commitments we have to our customers it is necessary to provide uninterrupted service, sometimes even in the face of adverse weather conditions.

As we also have a commitment to our employees to provide safe working conditions the following policy regarding inclement weather has been developed.

When storm conditions exist...

- If the store remains open, employees have the right to refuse to attend work. The company does not expect any employee to put themselves at risk.

- Employees who do not report for work may elect to claim the day off as a paid vacation day.

- If management decides to close the store after it is open, all employees present will be paid for either the time they have worked or the three (3) hour minimum “call-in”, whichever is greater.

- If management decides not to open the store, any scheduled employees may elect to claim the day off as a paid vacation day.

- If management decides to either not open, or to close the store after opening, scheduled staff may be sent home and contacted to come in at a later period once the storm subsides, even if it is after the end of their regularly scheduled shift.

Note:
Scheduled employees will be notified as soon as possible once any decision is made to either not open, or to close, or to re-open the store due to storm conditions.
Procedure:

In the event of a storm, begin by contacting the store to see if people are on-site. If there is no answer at the store, refer to the emergency phone list and try to contact the individuals listed therein in priority sequence until you make contact with someone who can instruct you as to how to proceed.

Should you not have access to an emergency phone list you should try to contact the following people in priority sequence until you make contact with one of them (Front Store Manager, Operations Manager, Owner). You should always have access to home and/or cell phone numbers for the aforementioned individuals.

No one should call in the morning to book the entire day off. We expect an effort be made to get in and work as much of your scheduled shift as possible as soon as conditions will permit.
CHESTER PHARMACY LTD.

COMPUTERS

Pertains to: All Employees

Date: May 2016

Policy:

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. computers are for the EXCLUSIVE business use of the company.

It is expressly forbidden for ANYBODY to use any company computer for personal reasons.

Checking personal e-mail, shopping online, blogging, visiting Facebook, YouTube, or any other “surfing” is strictly prohibited. So is the use of any company computer to perform other personal task, such as word processing, building spreadsheets, databases or for desktop publishing.

Company computers are monitored, and zero tolerance is in effect.

Any violation of this company policy will result in harsh disciplinary action, up to and including dismissal.
LEAVING DURING WORK HOURS

Pertains to: All Employees
Date: May 2016

Policy:

All employees are expected to remain at their designated stations/assigned responsibilities as scheduled unless their supervisor has given them permission to leave their workstation for store business.

If an employee must leave during their shift, it is required that they first seek permission of their supervisor. Such permission may or may not be granted at the supervisor’s discretion.

The presence on-site of dispensary staff - in particular the Pharmacist-On-Duty, is mandated by provincial pharmacy regulations unless there is a “Lock & Leave” dispensary.
MEAL AND BREAK PERIODS

Pertains to:    All Employees

Date:         May 2016

Policy:

All employees are entitled to meal and break periods as follows:

• Shifts up to three (3) hours duration... - no break.

• Shifts of more than three (3) hours, up to five (5) hours duration... - one fifteen (15) minute break.

• Shifts of six (6) hours duration up to 7 hours... - one thirty (30) minute meal period.

• Shifts eight (8) or nine (9) hours duration...
  - one (1) ten (10) minute breaks and one thirty (30) minute meal period.

• Shifts of ten (10) to twelve (12) hours duration...
  - two (2) separate fifteen (15) minute breaks and one thirty (30) minute meal period.

Allotted time for meal periods and breaks will be stipulated by the Supervisor and must be taken as scheduled. Any changes must be approved by the Supervisor.

All Fronts Store Cashiers must sign out at the beginning and sign back in at the end of their breaks using the sheet provided for that purpose at the checkouts.

All Front Store Cashiers must clock out at the beginning and clock back in at the end of their meal period using the time cards provided for that purpose.

All meals and breaks must be taken on site, and in the designated area of the store.

Employees may be required to interrupt their break and return to work to assist customers should the need arise. In such cases the employee should notify their supervisor who will ensure they receive the entire time allotted for their break.

Employees working a checkout should finish serving those customers already in line at their checkout before closing it. Employees late leaving for their break or meal as a result of helping a customer should notify their supervisor who will ensure they receive the entire time allotted for their break.
Chester Pharmacy Ltd.

PERSONAL PHONE CALLS
EMAIL & TEXT MESSAGING

Pertains to: All Employees

Date: May 2016

Policy:

Personal phone calls are to be kept to an absolute minimum during your shift.

In the event that you need to make a personal phone call (cell phones included), please wait until your break to do so.

Do not use phones located on the floor or behind the cash for personal use except in the case of an emergency.

Personal cell phones are not permitted at an employee’s workstation - whether on the floor, in the warehouse, in the office, or in the dispensary.

Personal cell phones should be stored in the area designated for this purpose while the employee is working.

Employees expecting inbound emergency phone calls should have such calls directed to the company’s main business number - not their personal cell phones.

Employees needing to place outbound emergency phone calls may do so using company phones or their personal cell phones.

All the above policies apply equally to email, text messaging and any other use of cell phones, PDAs, tablets and any other personal communication devices.

Personal use of any company communication device including, but not limited to, telephone, fax machine, or computer is strictly prohibited without advance permission of a supervisor.
KITCHEN / STAFF ROOM

Pertains to: All Employees

Date: May 2016

Policy:

Kitchens / Staff Rooms are to be kept clean and tidy at all times.

All employees must wash any dishes or cutlery they use immediately after using them.

Fridges are to be kept clean at all times. Do not leave food to spoil in the fridge.

Be careful to avoid spills. In the event you do spill something, please clean it up immediately. In the event you are unable to clean it up completely, please advise management immediately so appropriate action can be taken to prevent any permanent damage resulting from the spill.

Do not leave purse, lunch bags, knapsacks, coats, sweaters, or any other clothing lying around on tables or chairs. Please use closets, lockers, shelves or other storage areas provided for such things.

Employees should make every effort to keep eating areas clean and free of clutter at all times.
POWER OUTAGES

Pertains to: All Employees

Date: May 2016

Policy:

In the case of a power outage, the doors must be locked; the supervisor and staff must take a walk around the store and direct all customers to the front cash to complete their purchases and leave the store immediately thereafter.

A sign must be posted immediately at all entrances to the store informing customers of the situation.

A staff member must monitor the main entrance to the store and allow access to customers requiring prescriptions during the power outage.

All staff must stay on-site and wait for further direction from management.

The Chester and Tantallon stores are equipped with an emergency power generator which will engage automatically within minutes of a power failure and will provide sufficient power to operate the store during a power outage.
PARKING

Pertains to: All Employees

Date: May 2016

Policy:

In all of our stores parking is quite limited; therefore, it is important that staff avoid parking in prime parking spaces such as in front of the building. There are designated parking lots for staff for both the Chester and Chester Basin locations. Please be considerate of our customers.

Chester Basin employees may park on the side of the warehouse.

Chester employees must park in the designated area of the lot directly across the street from the store.

Hubbards employees may use front lot parking spaces running alongside Hwy 3, or park behind the building on the East side (between building & septic field).

Tantallon employees may use the front lot furthest from the building or the back parking lot. All employees must enter and exit out the main front doors.
EMPLOYEE PURCHASES & STAFF DISCOUNT

Pertains to: All Employees

Date: May 2016

Policy:
All employees become eligible for staff discount upon successful completion of their initial ninety (90) day probation period.

Current staff discount is item cost plus twelve and one half (12½) percent, and is subject to change at the sole discretion of the company at any time without notice. Certain exceptions apply, and such exceptions are subject to change at the sole discretion of the company at any time without notice as well.

Note: Prescription drugs - With our health plan, the employee pays the copay less $5.00, per prescription. If the employee is not on our plan, they would pay cost + 10% or the dispensing fee, whichever is lower.

On those occasions where the “Sale” price of an item is lower than the employee’s usual staff discount price, the employee will only be charged the lower “Sale” price.

Staff discount is only permitted on purchases intended for the personal use of the employee, and any members of the employee’s immediate family, or other dependent residing the employee.

For the purpose the Employee Discount benefit, “Immediate Family” is defined as follows: Husband, Wife, Son or Daughter only. Mother, Father, Grandparent, Sister or Brother may be considered part of an employee’s family (at the sole discretion of the company) only if they reside with the employee, and are completely dependent on the employee for financial support.

Part-Time student employees are only permitted the employee discount on personal use purchases.

All employee discount purchases must be made by the employees themselves. Immediate family members may make purchases on behalf of an employee only in case of extreme emergency when the employee is unable to get to the store themselves, and then only with advance notification by the employee to the supervisor on duty at the time of the purchase.

Shift Leaders or Front Store Managers must ring through all employee purchases.

Exception: food items that are to be consumed by the employee while on break in the store may be rung through by a cashier. When making such purchases, employees must wait for any and all customers at the checkouts to be served, and a cashier to be free to ring them through. Customers must always be given priority service over employees. All items purchased by employees for consumption in the store must have a copy of the cash register receipt attached to them while they are in the store.
Food items purchased by employees for consumption while at work must display the purchase receipt.

All employee purchases must be made while on break or outside their scheduled work hours.

Employees may not set aside merchandise for purchase at a later time. All merchandise must be paid for immediately and may be stored in a designated area thereafter.

All employee purchases charged to employee accounts in any given month will be deducted from the employee’s first pay of the month following the purchases.

Employees may not ring through family members.

All purchases made by employees using their employee discount are NOT eligible for the Pharmasave Brand Loyalty Card program and no stamps may be provided. Employees are not permitted to accumulate stamps on any Pharmasave Brand Loyalty Card for any purchases made using their employee discount.

Staff Discount is suspended during Pregnancy and Parental leave, and during Compassionate Care leave effective at the conclusion of the employee’s last day worked before beginning their Pregnancy and Parental leave, or Compassionate Care leave and cannot be reinstated until the employee’s first day back to work on a regular basis.

Staff Discount is suspended during Sick Leave effective at the conclusion of the employee’s sixth (6th) week off work on Sick leave and cannot be reinstated until the employee’s first day back to work on a regular basis.

Staff Discount is suspended during any leave covered by a Workers Compensation Board claim effective at the conclusion of the employee’s last day worked before beginning their leave and cannot be reinstated until the employee’s first day back to work on a regular basis.

Charging privileges are suspended at the conclusion of the employee’s last day worked before beginning ANY leave and cannot be reinstated until the employee’s first day back to work on a regular basis.

Upon termination of employment, management reserves the right, and the employee agrees to allow management the right, to deduct from the employee’s final pay the entire amount of any balance outstanding on the employee’s account at that time.
AIR MILES TRANSACTIONS

Pertains to: All Employees

Date: May 2016

Air Miles Guidelines & Procedures:

- Ask all customers for an Air Miles collector card.

- You must offer the customer the redemption of the AirMiles cost comes up

- Customers must produce a collector card or provide a collector card number at point of purchase.

- The collector card is swiped or scanned by employee as part of the customer’s transaction.

- It is not permissible to store Air Miles collector’s card numbers in a POS system, RX software or by written list.

- Air Miles reward miles for a valid transaction can be issued only to the cardholder (staff or customer) making the purchase.

- Employees may not accept reward miles offered to them by Air Miles collectors or swipe their own Air Miles card for any transaction other than their own valid purchase.

- Employees cannot issue reward miles to themselves and must follow the set cash-handling procedures for staff purchases.

- Employees must use or issue only current offers; employees are not permitted to issue reward miles from any past or expired promotions.

- Neither Pharmasave Atlantic nor Loyalty Management Group (Air Miles) endorses the collection of reward miles from customers for charitable donations unless otherwise organized by Pharmasave Atlantic or Loyalty Management Group.

Crediting your own Air Miles account for anything other than your own valid purchases is strictly prohibited, is considered theft, and may be considered cause for immediate dismissal.
Air Miles Transactions cont’d…/

Employees making purchases under the Employee Discount plan are only eligible to receive Air Miles on those purchases as follows:

The standard Pharmasave Air Miles offer of one (1) Air Mile per prescription shall be applied to any prescription purchased by the employee under the Employee Discount plan.

The standard Pharmasave Air Miles offer of one (1) Air Mile per Pharmasave brand product purchased shall be applied to any Pharmasave brand product purchased by the employee under the Employee Discount plan.

The standard Pharmasave Air Miles offer of one (1) Air Mile per ten dollars ($10.00) of eligible purchases shall be applied to any eligible purchases made by the employee under the Employee Discount plan.

**Note:**
NO other Air Miles offer of any kind may be applied to any purchase made by any employee under the Employee Discount plan. Such other Air Miles offers include, but are not limited to the following:

- Any free offer. (i.e. 1 Free Air Mile, 5 Free Air Miles, etc.)
- Any bonus offer. (i.e. 2 Bonus Air Miles, 20 Bonus Air Miles, etc.)
- Any multiplier offers. (i.e. Double Air Miles, 5X Air Miles, etc.)

Coupons are not redeemable and cannot be used on discounted products or free goods, must choose one or the other.
Chester Pharmacy Ltd.

PROGRESSIVE DISCIPLINE

Pertains to: All Employees

Date: May 2016

Policy:

This Progressive Discipline Policy is written for the employees and management of Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. This document outlines the steps of progressive discipline as it applies to each employee’s responsibilities and the Code of Conduct.

It is to be noted that the Employer retains the right to proceed to any level of discipline depending on the seriousness of the offence and at the Employer’s discretion move directly to termination.

Step 1: Verbal Warning

- Employee and Manager/Owner will meet to discuss the issue at hand, its consequences and a plan of action to correct the situation.

- This meeting will serve as an opportunity for both parties to discuss and identify means of support that may be relevant and/or available.

Step 2: Written Warning

- In the event of such things as a serious offence, recurring poor behavior or circumstance (for which a verbal warning may/or may not have been issued) the Employee will receive a Written Warning of Discipline.

- If the Manager/Owner deems it appropriate, the Manager/Owner will meet with the Employee to identify what resources could be made available to assist the Employee in correcting the situation.

- At this time, the Employee should bring to the Manager’s/Owner’s attention any resources/training they believe would assist them.

- The Employee will be requested to sign the Written Warning.
Step 3: Final Warning

In the event of such things as a serious offence, poor behavior or circumstance (for which a verbal or written warning may/or may not have been issued) the Employee will receive a Final Warning indicating that the next occurrence will be addressed with either suspension with or without pay, or termination without further notice, pay in lieu of notice or compensation of any kind.

Step 4: Suspension or Termination

In the event of such things as a serious offence, poor behavior or circumstance (for which a verbal, written and/or final notice may or may not have been issued), the Employer will move to final discipline which would be either Suspension with or without pay or Termination without further notice, pay in lieu of notice or compensation of any kind.

In the event of Suspension with or without pay:

- 5 days prior to the end of the suspension, the Manager/Owner will attempt to provide the Employee with written notice reconfirming the date of return. At this time, the Employee will be requested to provide (as soon as possible) written intent to return to work as per the original return date.

- The Employee should note that failure to return to work three consecutive shifts after the agreed-upon return date without any kind of notice from a medical professional will be considered failure to report to work and will result in immediate dismissal.

- Upon return to work, the Manager/Owner will review the performance expectations and terms of employment with the Employee as soon as possible.

In the event of Termination:
The Employee will be asked to leave the premises immediately and will be paid for any hours worked and vacation accrued up to the point of termination.

Also note:
Complaints or allegations will not be taken as proof but as an indication of a problem. Prior to disciplinary action, the Manager/Owner will investigate if and/or when they deem it to be appropriate.
Chester Pharmacy Ltd.

COMPLAINT RESOLUTION

Pertains to: All Employees

Date: May 2016

Policy:

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. are committed to providing employees with a positive and fair process to address or bring forth and to facilitate a resolution of workplace concerns as per the following:

Step 1: Informal Resolution

Whenever possible and appropriate, employees should attempt to resolve concerns about their work and work environment directly with the person or persons involved. Employees are encouraged to make every effort possible to resolve problems as soon as they arise in a cooperative and professional manner.

If an employee is unable to resolve a complaint directly with the person/s involved, he or she should discuss the issue with his or her supervisor. The supervisor will consider the employee’s complaint and make all reasonable efforts to remedy the concern. If the supervisor is unable to resolve the issue to the satisfaction of the employee, that employee may file a formal complaint to the Owner using the Formal Complaint Form found in the Appendix of the Employee Handbook.

Please note: Any decisions impacting workflow, employee or customer relations in anyway must be reported in writing to the Owner or Manager for final review.

Step 2: Formal Resolution

If informal resolution of a complaint or concern is not successful or possible, an employee may file a formal complaint. All formal complaints must be in writing and must be signed by the employee submitting the complaint.

An employee filing a formal complaint must provide the completed form to his or her supervisor or store Owner. The Formal Complaint Form should be completed as soon as possible following the time that the situation arose, and must include as much detail as possible including specific dates, times and descriptions of the events.
Formal complaints will be dismissed or investigated at the sole discretion of the supervisor or store Owner.

Where a complaint is investigated, the employee who filed the complaint will be advised and will be permitted to provide relevant evidence.

In the case that employee or public safety may be compromised due to the nature of a complaint, interim measures will be put in place until the issue is substantiated or the situation is resolved. Such measures could include but are not limited to reassignment of responsibilities or schedule, or temporary suspension with pay.

In the event that disciplinary action must be taken as a result of a substantiated complaint or concern, the Progressive Discipline Procedure will be followed and is subject to the severity of the complaint or situation.

Every reasonable effort will be made to keep all formal complaints in the strictest of confidence. All involved employees are also required to keep the details of the situation confidential. Breach of confidentiality by an employee is terms for immediate dismissal with cause.
HARASSMENT AND DISCRIMINATION

Pertains to: All Employees

Date: March 23, 2009

Policy:

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. are committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

The policy relating to non-discrimination and anti-harassment, as well as sexual harassment applies to all applicants and employees, and prohibits harassment, discrimination and retaliation whether engage in by fellow employees, a supervisor or manager or by someone not directly connected to this company (eg. an outside vendor, consultant or customer.) Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. prohibits retaliation against an individual who reports discrimination or harassment or participates in the investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action, including the possibility of termination with cause.

Harassment on the basis of any protected characteristic is strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, colour, religion, sex, sexual orientation, marital status, age, national origin, disability or any other protected characteristic as established by law, or that of his/her relatives, friends or associates, and that: has the purpose or effect of creating an intimidating, hostile, unpleasant, uncomfortable, or offensive working environment; has the purpose or effect of unreasonably interfering with an individual’s work performance; or otherwise adversely affects an individual’s employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping, threatening or hostile acts, denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail.)

Sexual harassment constitutes discrimination and is unlawful and unacceptable conduct which undermines the integrity of the employment relationship. Sexual harassment will not be tolerated, whether such harassment is directed at fellow employees, or the general public.
Harassment and Discrimination Policy cont’d…/

Sexual harassment is defined as unwelcome and repeated sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature when one or more of the following conditions are met:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment, or
- Submission to, or rejection of such conduct by an individual is used as the basis of employment decisions affecting such individuals, or
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, unpleasant, uncomfortable or offensive work environment, or
- Submission to, or rejection of such conduct by an individual is used as the basis for delivery to, or withholding of an agency’s services from a client.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to:

- Unwanted sexual advances or requests for sexual favors
- Subtle pressure for sexual activity
- Outright demand for sexual favors, accompanied by implied or overt promises of preferential treatment or threats concerning an individual’s employment status
- Sexual jokes or innuendo
- Sex-oriented verbal teasing or abuse
- Commentary about an individual’s body
- Leering or catcalls
- Physical contact such as patting, pinching, or constant brushing against another’s body
- Insulting or obscene comments or gestures
- Display or circulation in the workplace of sexually suggestive objects or pictures (including through email)
- And other physical, verbal or visual conduct of a sexual nature

Sex-based harassment, that is, harassment not involving sexual activity or language (e.g. Male Manager yells at female employees and not males) may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.

**Complaints of sexual harassment should be made in person or in writing using the Formal Complaint Form found in the Appendix section of the Employee Handbook.** Sexual harassment will be treated as wilful misconduct and may be the subject of disciplinary action as required, and may lead to termination with cause. Because of the differences in backgrounds, some individuals may find it difficult to recognize their own behaviour as sexual harassment. Moreover, some who are being harassed may not understand or appreciate their right to be protected from such behaviour. A good rule of thumb is, “If in doubt, don’t.”

This Company strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender’s identity or position. Individuals who believe they have experienced conduct that they believe is contrary to this policy or who have concerns about such matters should file their complaints with their immediate supervisor before the conduct becomes severe or pervasive. Individuals should not feel obligated to file their complaints with their immediate supervisor first before bringing the matter to the attention of the Owner.
IMPORTANT NOTICE TO ALL EMPLOYEES:

Employees who have experienced conduct they believe is contrary to this policy have an obligation to take advantage of the complaint procedure. An employee’s failure to fulfill this obligation could affect his or her rights in pursuing legal action. Also, please note that some laws may establish specific periods for initiating a legal proceeding pursuant to those laws. Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, this Company strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. This Company will make every effort to stop alleged harassment before it becomes pervasive or severe, but can only do so with the cooperation of its employees. The availability of this complaint procedure does not preclude individuals who believe that they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be stopped immediately.

Finally, this policy should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions in order to avoid allegations of harassment. The law and the policies of this Company prohibit disparate treatment on the basis of sex or any other protected characteristics, with regard to terms, conditions, privileges and prerequisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

If at any time, you have any questions about this policy, terminology or definitions, please speak with your Supervisor or Store Owner.
INDE

Chester Pharmacy Ltd.

STORAGE OF PERSONAL POSSESSIONS

Pertains to: All Employees

Date: May 2016

Policy:

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. provides lockers in all workplaces for use by employees to store personal possessions while on duty.

The number of lockers provided will be sufficient to accommodate the number of employees working in each location during any one shift.

Lockers are not intended as permanent 24/7 personal storage facilities for each individual employee. There are simply not enough lockers available for this purpose.

Employees may use a padlock of their own to secure their possessions while on duty. However, all padlocks must be removed and/or all lockers left unlocked at the end of each shift.

Employees without a personal padlock may use one provided by the company. In such cases, the padlock and key must be left attached to the open locker at the end of each shift.

Lockers may be used by employees to store whatever personal possessions they wish during their shift.

Employees **MUST** store the following items in a locker during their shift: Purses - Handbags - Wallets - Cell Phones. By not following this policy, you risk something going missing.

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. are not responsible for loss or theft of any personal possessions brought to work by employees, regardless of whether they are stored in lockers secured with padlocks provided by the company.

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. reserves the right to open and inspect any locker in any of its locations at any time, without notice, at its discretion.
CHESTER PHARMACY LTD.

STAFF SOCIAL FUND

Pertains to: All Employees

Date: May 2016

Policy:

The employees of Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. maintain a Staff Social Fund which is administered by the employees themselves and is used to fund various employee social activities or events. Examples of Staff Social Fund expenditures include the purchase of birthday cards and cakes; gifts for wedding showers or baby showers; parting gifts for departing employees; or the funding in whole or in part of social functions such as BBQs; boat rides; parties; etc.

The company, on behalf of the employees, deducts a small fixed amount from each employee’s pay to support this fund. As of this date the amounts deducted from each bi-weekly pay are as follows: Full-time Employees $1.00 and Part-time Employees $0.50.

All money deducted in this manner, for this purpose, is turned over to the Staff Social Fund for use at the sole discretion of the employees. The company has no role in the management of the Staff Social Fund or in how any of it is disbursed.

Separate bank accounts have been set up for the staff fund at each individual store. These accounts shall have two signing officers required for all cheques drawn on the accounts. One of the signing officers shall be the store manager.

Every four (4) months the company shall provide each store a cheque in the amount of the accumulated payroll deductions for the store’s staff social fund during the preceding four (4) month period. These cheques will be deposited in the store’s staff social fund bank account.
WORK SCHEDULES

Pertains to: All Employees

Date: May 2016

Policy:

In order for stores to function effectively schedules are used to ensure proper staffing during store hours. Various aspects are considered when schedules are prepared including among others... store activity levels, employee skill sets, number of contractual hours, staffing in other departments, to name a few.

Every effort is made to accommodate the needs of all employees when preparing schedules. Consequently, it is important that all employees respect prepared schedules.

If an employee is unable to work a scheduled shift they should make every effort to arrange for another employee to cover that shift for them.

If, despite having made every possible effort to find another employee to cover their shift they are unable to do so they should contact their supervisor to provide as much advance notice as possible that they will be unable to work their scheduled shift.
STORE CLOSING PROCEDURES

Pertains to: All Employees

Date: May 2016

Policy:

All entrances must be locked promptly at the close of business- but not before the scheduled closing time.

The pharmacist ion duty is responsible for ensuring that all entrance doors are properly locked, and that all lights are turned off.

For safety reasons two staff members should check doors in areas away from public view.

Only store employee should be present in the store upon closing.

All employees should leave the store together at time of closing.

At least two employees, including a supervisor, must leave the store together after the alarm has been armed.
OTC DRUG RECOMMENDATIONS

Pertains to: All Employees

Date: May 2016

Policy:

In order to meet our commitment to customers it is important they be given the correct information regarding OTC (over the counter) medications, vitamins, herbal products and homeopathic remedies.

No staff member is to make any recommendations to customers concerning any product in any of the above categories.

All requests for information regarding any such products are to be referred to a pharmacist.
Pertains to: All Employees

Date: May 2016

Policy:

Only store employees are permitted behind checkout counters, dispensary counters in stock rooms, offices or other areas not generally open to the public.

Dispensaries are further restricted to specific dispensary staff such as pharmacists, pharmacy assistants and pharmacy technicians. All other employees are to refrain from entering dispensaries except to pick up or deliver something or when requested by a pharmacist to do so to provide assistance.
CLAIMS POLICIES & PROCEDURES

Pertains to: All Employees

Date: May 2016

Policy:

1. All claims must be dated and anyone looking at them for first time must be able to tell what has been done. (i.e. you must provide sufficient information)

2. The name on the claim must reflect how accounting is to file them (i.e. if reimbursement comes from PS Atlantic the claim must state that at top [e.g. PS Atlantic - L’Oreal claims]). Misfiled claims get lost for months and often never get paid.

3. COSMETIC claims must have McKesson account # and McKesson documented if they will be crediting wholesaler (we have many credits go to other wholesalers - these are huge national companies - you have to leave them no room for error).

4. Anytime a claim is faxed, done on order client, product id sent back by courier claims must have copies of all confirmations and way bills - we need proof when time comes to go after money that has not come - IT HAPPENS a lot - and the first thing they ask for is proof of delivery, copy of xnet filing or proof of claim. PRINT ALL DOCUMENTATION and attach to claim.

5. Any special sales associated with claims must be noted on claims. Any paperwork directing us what to do - (e.g. recall notice, PS info, faxed telemartketing order, etc.) must be attached to the claim.

6. If something comes in that we did not order you must also attach a copy of the invoice that is returned with waybill for proof of delivery (i.e. we did not order and therefore return). After complete send claims to the office to be filed.

7. Read carefully what is to be done. Do not send back any product not asked for because chances are it will be lost with no credit.

8. When claims are reconciled accounting must be able to tell if the money is in cost of goods - this means - a true cost dollar value is on all claims - if it is damages/morgue you see that clearly, if the rep gave you extra money we need to claim as income that is clear. If you had a rebate in sale buydown report is attached. (i.e. look at claim from someone else’s point of view - can they clearly see what you did and have proof of what was done for questioning unpaid claims.)
9. All claims for returned or expired goods must have a total true cost we paid - many times we are not credited in full and we must write off the difference. Do not adjust a credit P.O. to what they tell you will receive - it must always be based on true costs. (e.g. McKesson will always take a percentage off for outdated product - we must show what we truly paid on our claim.

10. If a rep tells you to destroy something and credit is pending, or that they will look after it on their next visit - be careful - they must be in regularly and they must sign a claim that states they said to destroy - all too often the next rep will not honor the claim - can you blame them?

11. If no credit is available - claims must be written up, signed by management and then the product can be destroyed. Nothing simply goes into the garbage. Accounting will then do an adjustment in that month for shrinkage.

12. DOUBLE Check all figures! In everything we do.

13. Claims for TruServ and McKesson must follow their respective current claims processes.

14. If a call is placed to a vendor regarding a claim - request a confirmation that the claim has been processed. If nothing is received within seven days of the initial claim, call again. If you still get no response bring the issue to the attention of management. Always ask for a fax of a credit.

15. Product for which credit has been received (damages) is to be cleared up within one week of receiving the credit. UPCs are crossed off and product is appropriately handled.

16. EVERY ORDER WITH money or product coming that is owed to us MUST HAVE A PHARMASAVE CLAIM WRITTEN up immediately upon dealing with the rep or placing the order - no exceptions. Money should never come to us without a claim or we may never have got it! McKesson claims from Pharmaclik will suffice if the true cost is documented and a copy is kept for our records.

17. Generic product where reps come in… Keep all products together by company. Have ongoing PS Claim listing items, quantities and price as items get added. When the rep comes in we keep one sheet and they take one so we know how much product is to come. They are reconciled to the dollar value once the product comes in. Outer stores should send their generic product, with claims attached, to the central store as soon as reasonable amounts accumulate.
Chester Pharmacy Ltd.

Shoplifter/Theft

Pertains to: All employees

Date: May 2016

Employee Responsibilities:

1. All employees’, regardless of their store position, are responsible for collaborating with other staff members and management to reduce any possible shrinkage as a result of any form of external or internal theft.

2. All employees’ must follow all policies also specific to their individual store location that is in place to prevent store shrinkage; an example of this would be following outdate policies or locking entryways to receiving areas during weekends with limited staff present.

Internal Theft Procedures

- Sweet-hearting (using discounts when not sanctioned by the company), abuse of promotions, theft of any company property (cash/AirMiles/inventory/ etc.) or the assistance of another in internally or externally stealing from the company is grounds for immediate dismissal.

- Witnessing any form of internal or external theft must be reported to management.

- At no point should any store exit with the exception of general customer entry areas be left unattended while an exit is open or unlocked.

- At no point should any non-staff member of Pharmasave be left alone in any area of the store without the immediate supervision of a staff member (i.e. Bens/Farmers Reps etc.).

- When obtaining lottery or currency (change) from a store office, all procedures in place for that store with regards to obtaining cash liquid items must be followed at all times.

Note: No staff member shall be permitted to set any inventory or company good aside (bagged or unbagged) unless paid for with an attached store receipt unless otherwise agreed upon by the owners of the company.
External Theft Procedures

1. The primary objective of all employees when witnessing an external theft situation unfolds is to minimize the shrinkage impacting the company while conducting themselves in a way that is safe and protects all stakeholders from harm.

In the event of an external theft situation the following steps should be taken assuming at no point the employee feels that such tasks put their safety at risk:

- Approach the suspected shopper and provide friendly customer service and ask them if you can assist them in any way (notifies suspected shopper we are watching).
- Notify all other staff members on duty (specifically, management & employees who work security cameras). Alternatively to contacting these staff members face-to-face or via phone you may also page a staff member to pickup on line 9 or page “could I get store security to the office please” in bigger stores.
- Have at least one staff member (preferably the one witnessing the object being placed/concealed into pockets/bags discretely follow the suspected shopper around the store: ensuring at no point the concealed good is removed and placed on the shelf (if it is removed prior to exiting the store we have no grounds to charge).
- Verify that the suspected shopper does not pay for the good AND exits beyond the store checkouts (generally wait until outside of front doors). It is best if able to have one-two staff members following the shopper and one staff member following on camera; if all agree with 100% certainty that this suspected shopper has stolen goods and left the premises then and ONLY then can we pursue.

Pursuing a thief should only occur in cooperation with at least one other staff member present:

- **DO NOT** ever pursue a shoplifter alone.
- **DO NOT** ever pursue a shoplifter in the dark or away from the store! – Keep your distance (min 6 ft).
- **DO NOT** use physical force to ever apprehend a shoplifter, simply approach at a distance and state “I believe you have something that has not been paid for and I’d like you to come with us (state specific item if known).” This will lead to one of two outcomes: they will either come back to the office with you, contact management/owner and RCMP OR they will refuse to come back (in which case let them go, pull camera footage and descriptions and notify RCMP/owners).

**Note:** ALWAYS REMEMBER: The safety of our organizations employees and customers is our top priority- no amount of shrinkage is worth risking or endangering yourself or another.
DEFINITIONS

**Full-Time Employee:**
Any employee regularly scheduled to work at least thirty (32) hours per week on a consistent basis.

**Part-Time Employee:**
Any employee regularly scheduled to work less than thirty (32) hours per week on a consistent basis.

**Regular Day’s Pay:**
For purposes of paying employees for any paid day off including, but not limited to those specified herein, a Regular Day’s Pay, as defined herein, will be used. *e.g. Vacation, Statutory Holidays, Sick Days, Bereavement Leave*

**Regular Day’s Pay Calculation:**
The total number of hours worked by the employee during the thirty (30) days immediately preceding the day to be paid, divided by the total number of workdays during that same thirty (30) day period.

*i.e.: If the employee worked fifteen (15) of the thirty (30) days immediately preceding the day to be paid, for a total of eighty-eight (88) hours during that time, the regular day’s pay to which the employee would be entitled for the paid day off would be four (4) hours. (88 hours worked divided by 22 workdays equals a 4 hour regular day)*

**Vacation Year:**
For purposes of calculating and granting vacation, the company’s vacation year shall be the calendar year of January 1 to December 31.

**Time-Off Accrual:**
For purposes of calculating Time-Off accrual, eligible employees will accrue entitlement during their first year of employment with the company as follows:

*Vacation: at a rate of 0.8333 days per month of employment*  
*Sick Days: at a rate of 0.25 days per month of employment*  
*Bereavement Leave: at a rate of 0.25 days per month of employment*
MAINTAINING CONFIDENTIALITY

A Memorandum of Understanding

Chester Pharmacy Ltd.

As an employee of Chester Pharmacy Ltd., I understand that I have access to and am aware of specific confidential information pertaining to the business operations of the above-mentioned Chester Pharmacy Ltd. store. I understand that this information is to be obtained and used for the purpose(s) of fulfilling my employment responsibilities only. I agree to keep all information relating to the business, the employees and customers confidential and used only in the manner noted.

Areas of confidentiality include (but may not be limited to) the following:

- Business and financial information/records Client / Customer Information
- Program information
- Staffing and other Human Resource information
- Supply, merchandising, vendor information specific to the Chester Pharmacy Ltd. program
- Strategic planning initiatives

**Note:** I also understand, that breach of confidentiality is terms for immediate dismissal with cause.

_________________________________________  ___________________________
Employee Signature                        Date

_________________________________________  ___________________________
Management Signature                      Date
Time Off Request Form

Please ensure you provide the required notice as outlined in the Vacation Policy.

Employee Name: ____________________________

Position: ________________________________

Location: _________________________________

Total Number of Days _________ OR Hours _________ Requested

Start Date: _______________________________ (first day required off)

End Date: _______________________________ (last day required off)

OR:

Individual Date/s: _______________________________

________________________

Employee Signature ___________________________

Management Approval _______________________

Date Submitted ___________________________

Date Approved ___________________________
Formal Complaint Form

**Note:** Please refer to the Complaint Resolution Policy/Procedure for further information.

Explanation of Complaint: *(include as much detail as possible, including dates, times, and witnesses.)* Please use additional pages if required.

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

**If applicable** to the nature of the complaint/concern, what steps have already been taken to address this situation or issue? (Please use additional pages if required.)

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

I confirm that the information provided in this Formal Complaint Form is true to the best of my knowledge.

___________________________  ______________________
Employee Signature           Date

___________________________  ______________________
Received by Management        Date

*Anonymous complaints will not be accepted.*
*All Formal Complaints must be signed by the employee submitting the complaint.*
Chester Pharmacy Ltd.

Chester Employee Parking Layout
ACKNOWLEDGEMENT

This is to acknowledge that I have reviewed a copy of the Employee Handbook as issued by Chester Pharmacy Ltd. I have read the Handbook and understand that this document outlines a number of my privileges and obligations as an employee of Chester Pharmacy Ltd.

Since the information outlined in the Employee Handbook is subject to change, I understand and agree that such changes may be made by the company and I agree to observe all present and future revised policies and procedures.

I further understand that …

1) I am governed by the contents and conditions outlined in this Handbook,

2) That it is my responsibility to familiarize myself with all policies, procedures and information contained therein, as well as any future revisions thereto, and to ask any questions I have at this time and in the future.

3) The Chester Pharmacy Ltd. Employee Handbook (online version) located in the Staff section of the company website (www.cpltd.ca) is the sole official source of all company policies and procedures and supersedes any printed copies in circulation at any time.

4) Any additions, deletions, or revisions to any company policies or procedures will be posted to the online version as they become effective and all employees will be notified at that time by email at the same email address at which they receive their pay statements. Once this email notification has been sent, all employees will be assumed to have received, acknowledged, accepted, and agreed to be bound by the changes contained in the email notification.

5) No additional signed acknowledgements of any changes to the Employee Handbook will be required beyond the email notification in the future.

____________________________________
Employee Name

____________________________________
Employee Signature

____________________________________
Date
Chester Pharmacy Ltd.

Occupational Health and Safety Policy

Chester Pharmacy Ltd. and Tantallon Pharmacy Ltd. (The Company) are committed to providing a healthy and safe work environment for its employees to facilitate the prevention of occupational illness and injury. As an expression of that commitment we issue the following occupational health & safety policy.

Each Company is responsible for the health and safety of its employees, and will make every effort to provide for a healthy and safe work environment. It is dedicated to the objectives of eliminating the possibility of injury and illness. It will take all reasonable precautions to prevent harm to our employees.

Managers and supervisors will be trained and held responsible for ensuring that employees under their supervision follow this policy. They are held accountable for ensuring that employees use safe work practices and receive training to protect their health and safety. Managers and supervisors also have a general responsibility for ensuring the safety of our equipment and facilities.

The Company - through all levels of management - will cooperate with the Joint Occupational Health and Safety Committee (JOH&SC) or its representatives and other employees to create a healthy and safe work environment. Cooperation will also be extended to others such as contractors, owners, officers, their agencies, etc.

Employees of the company are required to support this organization’s OH&S initiative and to cooperate with the JOH&SC or its representatives, and with others exercising authority under the applicable laws.

Employees have a duty to report to their supervisor or manager, as soon as possible, any hazardous condition, injury, accident or illness related to the workplace. Employees must also make every possible effort to protect their health and safety by complying with applicable Acts and regulations, and to follow the policies, rules and instructions as prescribed by the Company.

The Company recognizes the employees’ duty to identify hazards, and supports and encourages employees to play an active role in identifying hazards and offering suggestions or ideas to improve the Company’s OH&S program.
The Canadian Privacy Act (P.I.P.E.D.A., January 2004, i.e. “The Act”) contains strict guidelines about maintaining the confidentiality of personal information in business databases, especially pharmacies. Personal information kept on file at a Pharmacy is for the purpose of facilitating - by the customer’s consent - a business or professional relationship. Such information is only to be used or viewed by those who “need to know” in the execution of these services.

Unauthorized use or viewing by staff who are not Pharmacists or Pharmacy Technicians is a violation of The Act. Should we receive a customer complaint with regard to The Act, we then have an extensive procedure to follow in rectifying the situation. The fallout from such a complaint would certainly be very harmful to our business and our reputation in the community. With such a high volume of personal information file from our customers, it is absolutely essential that we pursue any and all means to safeguard their privacy. If we are charged with such a violation from any government branch charged with oversight of The Act, the issue is even more onerous.

As necessary as it is to observe these regulations to the letter, it is just as important that we are seen to be following them. Public perception can become very damaging if we act unwisely, as people have been conditioned by the media to assume the worst, whether it’s true or not.

Please understand that this matter imposes a great deal of responsibility upon any Pharmacy, and legally there is no room for flexibility or lenience.

The preceding is just a short summary of the issues that make it necessary for us to implement the following policies:

- ONLY Pharmacists and Pharmacy Technicians who are on duty may use the designated dispensary computers.

- ONLY Pharmacists and Pharmacy Technicians who are on duty may access electronic or hard copy data files in the dispensary.

- Pharmacists and Pharmacy Technicians are not permitted to supervise or permit such access by non-dispensary staff.

- Pharmacists and Pharmacy technicians are to prohibit and safeguards against any such violations.

Compliance with the above is absolutely mandatory.
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